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Federal Communications Commission
Wireline Competition Bureau
Competition Policy Division
Washington, DC 20554

Received & Inspected 10/01/11
OCT 11 2011

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I received a letter from ACN Communications Services, Inc. in October 2011. ACN provides local and long distance telephone service (landline service) that I use at my current place of residence. This is my primary means of communication at this residence, and I have been a customer of ACN Local & Long Distance Service for at least 10 years. One of the exceptional features of ACN Local & Long Distance Service is their calling cards. The calling card that I use from ACN is not only convenient to use, the calling card also allows me to use most any phone (public, private or business) to make phone calls in the greater continental United States. However, the letter that I recently received from ACN in October states that I may continue to use my existing calling cards through October 31, 2011 and that "after that date, the calling card providers will discontinue the service, and your calling cards will no longer work." I value the service that ACN Local & Long Distance Service provides; however, this letter concerns me, not because of a specific inability to acquire substitute service or a shift in communication needs on my part. My concern is with the discontinuance of service to the public.

Here are my concerns/comments per 63.71 Application of ACN Communications Services, Inc. 1000 Progress Place, Concord, NC 28025:

(1) Shift in communication needs. I do not have a shift in communication needs. I am not a business proprietor. I do not use any other primary line other than the landline at my place of residence or when I am at the office. Therefore the calling card is a great convenience.

(2) ACN calling card providers. ACN Local & Long Distance Service has proven to me that they have reliable local and long distance service. I have been using this landline phone for about 10 years at this residence. Since I have not had any shift in communication needs, I have always used the calling card that ACN has made available to me (with no break in service).

(3) This discontinuance of calling card service will affect all ACN customers throughout the U.S. I have not had any intention of discontinuing service with ACN Local & Long Distance Service as a landline provider, and I have not had any intention

of not using the ACN calling card that has been provided to me by the communications company to use.

(4) The affordable and flexible call plans. What affordable and flexible calling plans is ACN referring too? The ACN calling cards are convenient to use and are offered through ACN's calling card providers. The ACN calling cards don't have to be reloaded. The ACN calling card (the one that I use) does not have a monthly service charge to carry them (I keep my card in my wallet). The ACN calling card does not need to be renewed every year or every two years. The ACN calling card does not have a early termination fee. The ACN calling card is billed directly to the same telephone statement that I receive for my landline account (therefore I do not receive a separate billing statement for use of the calling card). The ACN calling card helps me keep track of my calls (because the amount listed and location is printed on the same monthly telephone statement as the landline no matter where I made the call from within the continental United States). I can use the ACN calling card at most any public, private or business phone. Therefore when I am away from my landline residence, the ACN calling card allows me to make phone calls, and this is a great feature when I am not in the local area. (I have even used another person's home phone with the ACN calling card to assure them they would not be billed).

Let me reiterate, I am not trying to limit competition from other choice plan carriers (mobile phones, car phones, and using your computer to make calls, etc.). But the calling card provider(s) that have been working with ACN is truly convenient and allows for a telephone service consumer like myself to make calls without having to receive a bill from another party. The bill is directly added on (the telephone statement) the ACN Local & Long Distance Service that I receive (monthly) at my place of residence. Even as a student at University, the calling card was ideal, but it should not be limited to a particular category of person or industry. I was offered the calling card feature through ACN Communications Services, Inc. from the beginning of service.

Please consider working with the calling card providers that have been providing service to customers of ACN Local & Long Distance Service in the past. Not to the detriment of other choice plan providers, but because I have been very satisfied with ACN Local & Long Distance Service and the flexible calling plans (calling cards) that are a great feature that comes with being a ACN Local & Long Distance Service telephone user. Thank you for considering these concerns of mine and whatever appropriate actions may be taken to provide alternate means of communication (including calling cards).

Craig D. McElm



One World. One Vision.

Dear Craig D. McClure,

We hope you are enjoying the benefits of your ACN Local & Long Distance Service. ACN constantly reviews its plans to make sure we are providing you with the affordable and flexible calling plans you need and the most popular calling features you love.

ACN recognizes that you may rely on an alternate means of communication when traveling away from home, including mobile phones, text messages and other chat applications. ACN's calling card providers in the U.S. also recognize the shift in communication needs and have decided to discontinue offering the service.

Because we know that you have used our calling card service within the last year, we wanted to inform you of this change to our product offering. You may continue to use your existing calling cards through **October 31, 2011**. After that date, the calling card providers will discontinue the service, and your calling cards will no longer work. This discontinuance of calling card service will affect all ACN customers throughout the U.S.

If you do need a way to contact home when you travel, please take a look at ACN's other services that are available through your ACN Independent Business Owner, such as ACN Wireless. With choices between the nation's top carriers, ACN makes it easy to shop for the perfect carrier, phone and plan – including an option where no contracts are required.

ACN values your business and will continue to keep you informed when we adjust our service to better fit your lifestyle.

ACN Customer Care

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. Address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the §63.71 Application of ACN Communications Services, Inc. 1000 Progress Place, Concord, NC 28025. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

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ACN is committed to environmental awareness and preservation

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